

Citizen & Neighborhood Resources

Citizen & Neighborhood Resources | CITIZEN & NEIGHBORHOOD ADMINISTRATION

Program Description:

The Citizen & Neighborhood Resources helps to maintain and enhance the quality of life for Scottsdale residents by facilitating neighborhood preservation, revitalization, and problem solving.

Trends:

A surge in revitalization of the southern area of Scottsdale has impacted residential neighborhoods.

Program Broad Goals:

Preserve, promote, and revitalize residential neighborhoods where people can find diverse housing styles and values.

Be proactive in seeking opportunities to provide citizens with access to open, responsive government.

Program 2006/07 Objectives:

Focus on taking government to the neighborhoods through community outreach and active participation in neighborhood events.

Expand education outreach efforts to community service groups, churches, and professional organizations through various programs including the Neighborhood College and Scottsdale City Government 101.

Program Provided in Partnership With

Mayor and City Council, City Manager, Communications and Public Affairs, Intergovernmental Relations, Transportation Administration, Community Services Planning and Administration, Municipal Services Administration, Learning and Organization Development, Planning, Environmental & Design Services

Program Customers

Scottsdale citizens, Leadership Team, City Manager, City Council, City employees

Basic Equipment

Computer, Microsoft Office Suite, telephone

Special Equipment

None

City Council's Broad Goal(s)

Neighborhoods

Program Staffing		
1 FT Administrative Secretary	1.00	
1 FT GM Citizen & Neighborhood Res	1.00	
1 FT Neighborhood Services Coord	1.00	
1 FT Technology Coordinator	1.00	
Total Program FTE		4.00

Citizen & Neighborhood Resources | CITIZEN & NEIGHBORHOOD ADMINISTRATION

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# qualified homeowners assisted with front yard granite replacement	n/a	24	30	40

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# of citizens contacted through public presentations	N/A	N/A	3000	6000
# of public presentations made by staff	N/A	N/A	25	60

Expenditures By Type

	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	339,056	361,511	361,511	378,460
Contractual Services	88,676	100,734	100,872	116,107
Commodities	10,273	9,700	9,700	31,400
Capital Outlays	-	-	-	-
Total Program Budget	\$438,005	\$471,945	\$472,083	\$525,967

Citizen & Neighborhood Resources | CUSTOMER SERVICE & COMMUNICATIONS

Program Description:

The Customer Service and Communication program provides a point of contact for citizens and neighborhood groups on broad community issues. Citizen Liaisons manage issues by reviewing inquiries, investigating issues with appropriate departments, and following up to reach resolution. They offer recommendations for changes in service delivery, policies or procedures to improve service to citizens. Citizen Advisors provide residents and businesses with safety programs in partnership with the Police and Fire Departments programs that include Neighborhood and Business Watch, Home Security Surveys, Child Safety education and Crime Free Multi-Housing programs. This team also has special projects including: Volunteer Liaison for Scenic Drive and Adopt-a-Road groups, Speed Awareness Program, Getting Arizona Involved in Neighborhoods, and Liaison to the Pride Committee.

Trends:

Over 1000 citizens per year are requesting assistance to resolve neighborhood issues. Burglary, vehicle crimes and child safety are among the top concerns in neighborhood safety by the Police Department.

Program Broad Goals:

Enhance neighborhood safety by promoting community policing and life safety initiatives identified by the Police and Fire Departments through public education programs.

Build and sustain positive community relationships through citizen liaison efforts in helping resolve citizen issues and concerns.

Enhance the quality of life in neighborhoods by offering events that bring neighbors together for the betterment of the community.

Program 2006/07 Objectives:

Develop a quarterly calendar of safety events and programs that will help educate citizens about crime prevention through Neighborhood Watch, Home Security surveys, Speed Awareness, Crime Free Multi-Housing and child safety education.

Continue to support departments within the organization to resolve citizen issues that cross multiple department lines. Provide specific support as it relates to citizen outreach to Planning & Development Services, Municipal Services, City Manager and Mayor and City Council.

Coordinate special events and programs such as Adopt-a-Road, Treasures to Trash, Getting Arizona Involved in Neighborhoods, Neighborhoods Arizona, Neighborhood Watch Captains' Trainings, Speed Awareness Program, Child Safety Programs, Self-Awareness Classes, and Neighborhood Outreach Events.

Program Provided in Partnership With

Mayor and City Council, City Manager, Communications and Public Affairs, Intergovernmental Relations, Transportation Administration, Community Services Planning and Administration, Municipal Services Administration, Learning and Organization Development, Planning, Environmental & Design Services, Police, Fire

Program Customers

Scottsdale citizens, businesses, neighborhood groups

Basic Equipment

Personal computers, phones, laptop computers, projector, digital camera

Special Equipment

None

City Council's Broad Goal(s)

Neighborhoods

Program Staffing	
2 FT Citizen Advisor	2.00
3 FT Citizen Liaison	3.00
1 FT Customer Service/Community Dir	1.00
1 FT Executive Secretary	1.00
Total Program FTE	7.00

Citizen & Neighborhood Resources | CUSTOMER SERVICE & COMMUNICATIONS

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# citizens participating in neighborhood safety events and programs	8,000	10,000	15,000	18,000
# of roadway miles adopted by volunteer groups to keep medians and rights-of-way free of trash and debris	80	110	170	190

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
% increase of new Neighborhood Watch groups annually	15%	37%	25%	17%
% increase in number of Adopt-a-Road sponsoring groups annually	50%	70%	54%	12%

Expenditures By Type				
	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	449,664	576,690	576,690	606,523
Contractual Services	31,857	55,825	55,825	56,613
Commodities	6,137	22,590	22,590	30,190
Capital Outlays	45,000	-	-	-
Total Program Budget	\$532,658	\$655,105	\$655,105	\$693,326

Program Description:

The Information Resources program has two Citizen Service Centers and the Citizen Call Center, that serves an average of 156,000 residents annually. These two programs provide a valuable link between residents and City government, encourage resident involvement, and serve as a first point of contact for many requests for City services. Residents use the Centers to obtain bus passes and reduced fare photo ID's (disabled, senior and youth), passport processing, utility bill payment, information on City projects, request a City service, tax forms, and other services and resources. The Centers produce revenue each year through fees collected on processing Phoenix Transit ID's and passport applications. The Call Center is a centralized information resource center for citizens calling into the City for either general information or police non-emergency services. The Call Center resolves approximately 25% of all calls without having to transfer callers to elsewhere in the City. The other portion of the calls are transferred as needed with a focus on customer service and accuracy. This has reduced reliance on voicemail and reduced multiple transfers of callers. The Center also provides bilingual assistance and after hours customer service on an as-requested basis.

Trends:

Over 12,000 calls for information per month are received at the Call Center and are projected to grow each year, as the Call Center takes over more responsibilities from departments. The Citizen Service Centers continue to be a key resource for neighborhood issues resolution and providing satellite city services, and visitation is expected to increase with the Papago Citizen Service Center's move to the new Granite Reef Senior Center complex.

Program Broad Goals:

Continue to develop programs and staff to meet the department's commitment to and expectation of superior customer service.

Develop a comprehensive network of partners for ongoing and future projects that impact Scottsdale neighborhoods.

Educate and inform citizens of the availability of City services and serve as a conduit to those services for citizens and neighborhoods.

Program 2006/07 Objectives:

Maintain a knowledge base of timely information and disseminate a broad range of requested information to citizens.

Maintain the Neighborhood Notification Program database and network, support and communicate with Scottsdale residents.

Create and maintain a process to organize Scottsdale neighborhoods, support revitalization and promote department initiatives geared towards building strong neighborhoods.

Program Provided in Partnership With

Information Systems, Municipal Services, Planning and Development Services, Parks and Facilities Maintenance, Transportation Planning, Mayor/City Council, City Manager, Financial Services Administration

Program Customers

Scottsdale citizens, businesses, neighborhood groups

Basic Equipment

Computer, software, telephone

Special Equipment

Call routing system (ACD), information database (IntelliDesk), customer contact software application (VCC)

City Council's Broad Goal(s)

Neighborhoods

Open and Responsive Government

Program Staffing	
2 FT Citizen Services Assistant	2.00
3 FT Citizen Services Specialist	3.00
1 FT Neighborhood Resource Cntr Mgr	1.00
Total Program FTE	6.00

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# of calls answered by the Call Center	120,000	144,000	160,000	N/A
# of citizen contacts processed by the Citizen Service Centers	13,000	12,000	24,000	N/A

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# of issues resolved in Call Center without further follow-up by additional staff	30,000 (25%)	41,760 (29%)	56,000 (35%)	N/A
% of issues resolved in the first contact or within one business day at the Citizen Service Centers	98%	98%	98%	N/A

Expenditures By Type				
	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	370,051	316,133	316,133	339,838
Contractual Services	28,894	48,792	48,792	20,584
Commodities	6,940	18,500	18,500	18,504
Capital Outlays	-	-	-	-
Total Program Budget	\$405,885	\$383,425	\$383,425	\$378,926

Citizen & Neighborhood Resources | NEIGHBORHOOD SERVICES

Program Description:

The Neighborhood Services program facilitates efforts to enhance the neighborhood environment (public safety, functional and aesthetically pleasing infrastructure, and preservation and enhancement of property values). Creates and maintains an internal (City) communication and coordination system to ensure effective and efficient responses to neighborhood issues. Leads major projects that implement the City's Neighborhood Services program including overseeing the Housing Rehabilitation program, the Community Mediation Program and the City's Code Enforcement activities.

Trends:

Approximately 125 calls for mediation services were received this year involving neighbors who could not resolve their conflicts themselves and needed City assistance.

Program Broad Goals:

Continue to develop programs and staff to meet the department's commitment to and expectation of superior customer service.

Develop a comprehensive network of partners for ongoing and future projects that impact Scottsdale neighborhoods.

Educate and inform citizens of the availability of City services and serve as a conduit to those services for citizens and neighborhoods.

Program 2006/07 Objectives:

Assist in initiation of new organizational policies and procedures to respond and resolve citizen issues.

Develop a partnership with the Neighborhood Planning program to formalize an implementation strategy for adopted neighborhood plans.

Initiate a program that proactively identifies neighborhoods in transition and identify and promote resources and opportunities available.

Program Provided in Partnership With

Mayor and City Council, City Manager, Communications and Public Affairs, Intergovernmental Relations, Transportation Administration, Community Services Planning and Administration, Municipal Services Administration, Learning and Organization Development, Planning, Environmental & Design Services

Program Customers

Scottsdale citizens, businesses, neighborhood groups

Basic Equipment

Computer, Microsoft Office suite, telephone

Special Equipment

None

City Council's Broad Goal(s)

Neighborhoods

Program Staffing	
1 FT Code Enforcement Specialist	1.00
1 FT Neighborhood Services Coord	1.00
1 FT Neighborhood Svcs/Presrv'n Dir	1.00
1 FT Secretary	1.00
Total Program FTE	4.00

Citizen & Neighborhood Resources | NEIGHBORHOOD SERVICES

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# of mediation sessions held through the Community Mediation Program	121	104	125	130

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# of Mediations resolved	115	99	118	125

Expenditures By Type				
	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	270,638	289,963	289,963	298,233
Contractual Services	244,285	232,030	232,030	108,712
Commodities	3,853	4,456	4,456	79,456
Capital Outlays	3,607	-	-	-
Total Program Budget	\$522,383	\$526,449	\$526,449	\$486,401

Citizen & Neighborhood Resources | CODE ENFORCEMENT

Program Description:

The Code Enforcement program is charged with enforcing City Ordinance Chapters 18 & 22 and the Zoning Ordinance responds to and resolves neighborhood complaints concerning property maintenance, zoning, housing, graffiti, abandoned vehicles and solid waste violations. It issues citations and works with property/business owners in the remediation of those violations, represents the City in court cases when violators are prosecuted, and provides a mechanism to enforce the "Clean It or Lien It" program requiring recalcitrant property owners to either take responsibility for poor conditions or the City will arrange clean-up, and place a lien on the property for reimbursement of costs.

Trends:

An average of 933 calls are received per month for inspections. An average of eight administrative citations are issued per month.

Program Broad Goals:

Provide timely and quality inspections of reported violations and consistently address violations proactively so as to improve the quality of life in Scottsdale.

To continue to improve programs that increase resident understanding of and access to Code Enforcement such as Code Clinics and resident focus groups.

To continue to streamline the enforcement process.

Program 2006/07 Objectives:

Expand proactive inspections throughout the city.

Evaluate and recommend changes to the Property Maintenance Ordinance to strengthen neighborhood revitalization.

Increase evening and weekend inspection program.

Program Provided in Partnership With

Resident HOA's, neighborhood groups and City departments that require enforcement to meet regulatory goals

Program Customers

Residents, HOA's, neighborhood groups and City departments that require enforcement to meet regulatory goals

Basic Equipment

Vehicles, computers, Nextel direct communications, assorted safety equipment

Special Equipment

Digital cameras, Wireless Laptop Communication System, handheld parking ticket devices

City Council's Broad Goal(s)

Neighborhoods

Program Staffing	
1 FT Code Enforcement Manager	1.00
1 FT Code Enforcement Specialist	1.00
13 FT Code Inspector	13.00
3 FT Code Inspector, Sr	3.00
1 FT Neighborhood Svcs Specialist	1.00
Total Program FTE	19.00

Citizen & Neighborhood Resources | CODE ENFORCEMENT

Performance Measures

Program/Service Outputs: (goods, services, units produced)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
# of new cases processed per year	10,000	11,336	14,000	16,000
# of Administrative Citations issued	50	100	200	400

Program/Service Outcomes: (based on program objectives)

	Actual FY 2003/04	Actual FY 2004/05	Projected FY 2005/06	Projected FY 2006/07
Average number of days a case is open	11	10	9	10

Expenditures By Type				
	Actual 2004/05	Adopted 2005/06	Approved 2005/06	Proposed 2006/07
Personal Services	816,519	1,164,338	1,164,338	1,285,991
Contractual Services	68,718	83,937	84,438	183,423
Commodities	7,288	21,096	21,096	20,502
Capital Outlays	14,028	116,000	18,000	-
Total Program Budget	\$906,553	\$1,385,371	\$1,287,872	\$1,489,916